

7.0 TSP SERVICE USERS' REPORTING RESPONSIBILITIES

TSP service users are required to perform various administrative reporting functions. These service user reporting responsibilities serve several purposes. They provide the TSP Program Office with critical information required for management of the TSP System. These reporting responsibilities ensure that service vendors provide priority treatment to TSP services.

In addition, they ensure information regarding TSP services is conveyed and maintained accurately by service users, service vendors, and the TSP Program Office. These reporting responsibilities include:

- Reporting TSP service order activity
- Reporting changes to TSP service information
- Reporting invocation of NSEP treatment
- Reconciling TSP service information (annually)
- Revalidating TSP assignments (every three years).

These reporting responsibilities take place after the service user has requested a TSP assignment from the TSP Program Office, the TSP Program Office has assigned a TSP Authorization Code, and the service user has passed the TSP Authorization Code to a service vendor on a service order. Figures 7-1a and 7-1b depict these initial steps.

Figure 7 - 1a
ORDERING A TSP SERVICE
(Federal Government Service User)

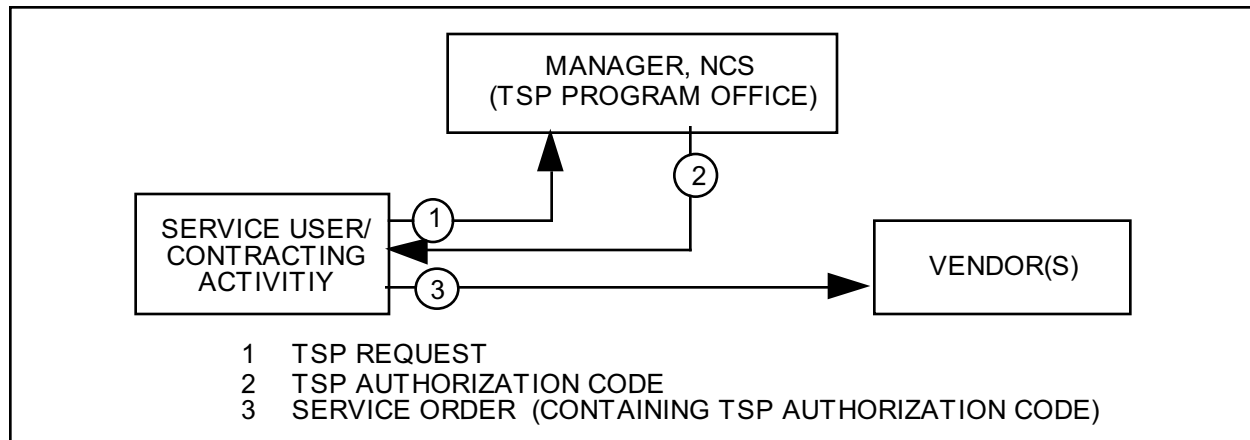
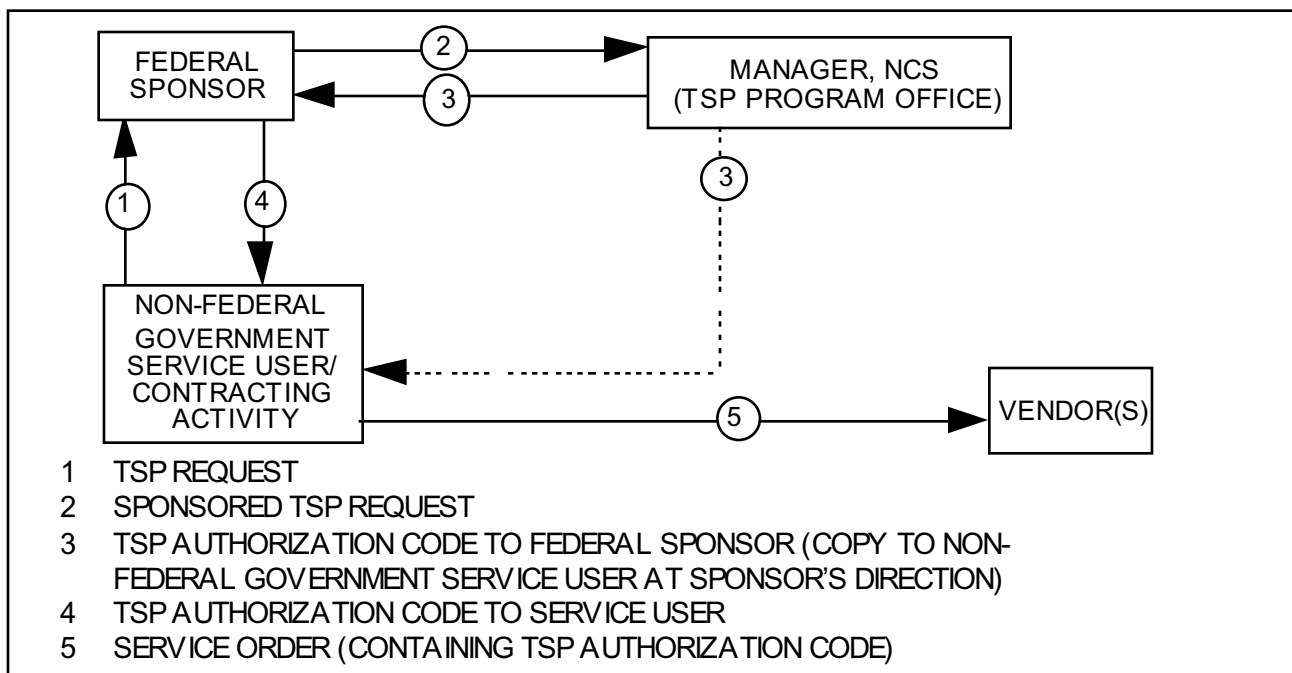


Figure 7 - 1b
ORDERING A TSP SERVICE
(Non-Federal Government Service User)



The reporting responsibilities listed above apply to individual TSP services and are performed by service users or their contracting activities. In the case of non-Federal government service users, these reports must first be sent to the sponsor who subsequently forwards them to the TSP Program Office. In addition, each Federal agency is required to identify to the TSP Program Office their invocation officials (or delegates) and their officials authorized to sponsor requests for TSP assignments from non-Federal government service users. Service user and Federal agency reporting responsibilities are discussed in this chapter.

7.1 SERVICE ORDER REPORT

TSP service users are required to notify the TSP Program Office of service orders issued to vendors for TSP services¹. This process is referred to as "service order reporting." The purpose of service order reporting is to help ensure that service vendors provide priority treatment to TSP services and to provide the TSP Program Office with TSP service information needed to manage the TSP System. A service user will submit a Service Order Report (SF 316) to the TSP Program Office after issuing a service order containing a TSP Authorization Code to a service vendor. Figures 7-2a and 7-2b depict this process. Service order reports will normally be issued by the service user's contracting activity, since the report is triggered by contracting with a vendor for a telecommunications service or other billable action.

¹ The Defense Commercial Communications Office (DECCO) will comply with service order reporting requirements for users who contract for services through the Telecommunications Service Request (TSR) process.

Figure 7-2a
REPORTING A TSP SERVICE ORDER
(Federal Government Service User)

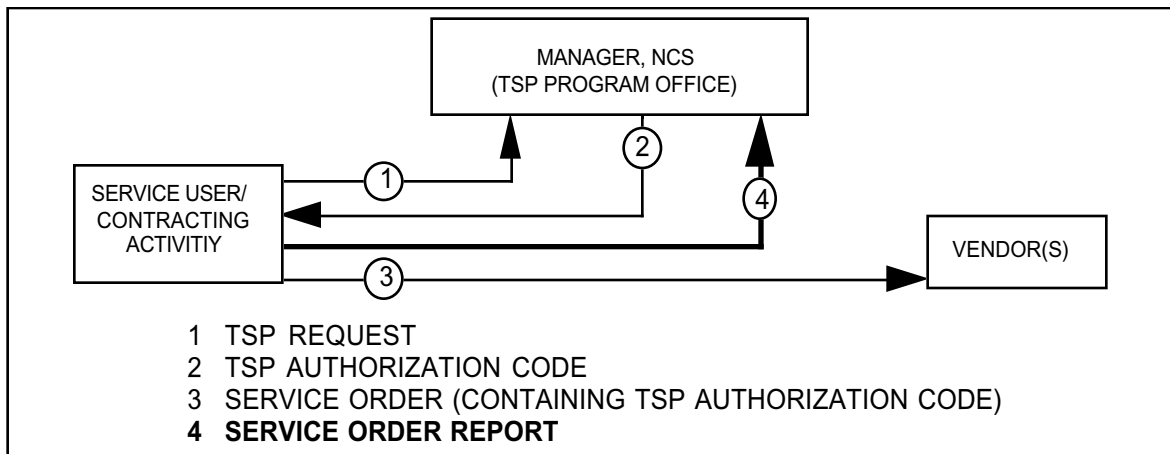
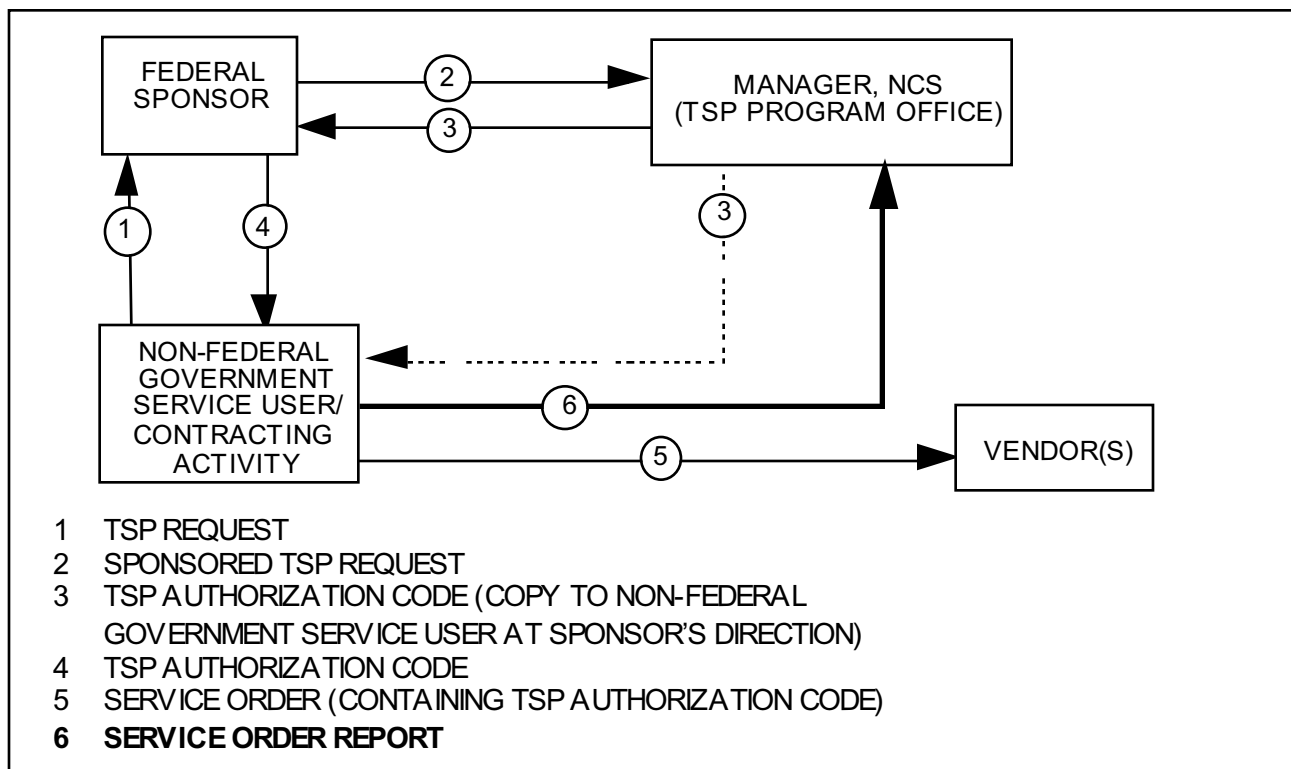


Figure 7-2b
REPORTING A TSP SERVICE ORDER
(Non-Federal Government Service User)



Service users will include the following information on a service order report:

- TSP Authorization Code
- Service user's contract identification
- Identity of the service vendor(s) providing the service
- Net total circuits ordered.

A service order report is required for initial orders to establish a TSP service. Additionally, a service order report is required for all other TSP service orders issued to a vendor, including:

- Change order for an existing TSP service (e.g., adding or deleting a circuit)
- Disconnect order to terminate a TSP service
- Order to remove the TSP assignment.

However, a service user is not required to report service orders that execute administrative changes that do not alter information previously submitted to the TSP Program Office.

A service user will submit a Service Order Report to the TSP Program Office within 45 calendar days of issuing a TSP service order to a service vendor. Service users will use the TSP Service Order Report form (SF 316) to submit service order reports. The instructions for SF 316 are contained in Appendix D and provide further details. Service users may batch information regarding individual service orders together and submit one report within the 45-day time period. The 45-day time period allows for monthly submissions.

Figure 7-3 is an example of a completed TSP Service Order Report form. (Blank forms and instructions are contained in Appendix D.) Computer generated/printed

facsimiles² of the form are acceptable as long as the same information is presented in the same format. If service users are reporting more than twenty items, they may use additional TSP Service Order Reports (SF 316) or provide the same information in the same format on separate sheets of plain paper. Completed forms are to be sent to the TSP Program Office; contact information is contained in Appendix E.

NOTE: After a service vendor receives a TSP Authorization Code on a service order, the service vendor completes the order and provides TSP service confirmation directly to the TSP Program Office. The TSP Program Office will cross-reference the vendor confirmation information with the service user's service order report. This is an initial quality control check to ensure that the TSP assignment has been accurately conveyed and recorded by the service vendor.

² Federal agencies using alternate construction must comply with the provisions of 41 CFR, para. 201-45.510.

Figure 7-3 EXAMPLE OF A COMPLETED TSP SERVICE ORDER REPORT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM TSP SERVICE ORDER REPORT (See instructions on back before completion.)				<i>Form Approved</i> <i>OMB No. 0704-0305</i> <i>Expires Jul 31, 1998</i>	
Public reporting burden for this collection of information is estimated to average 1.3 hours per response, including the time for reviewing instructions, searching existing data gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and 0305), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302.					
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS - RETURN COMPLETED FORM TO ADDRESS BELOW					
1. SERVICE USER/CONTRACTING ACTIVITY NAME					
2. TSP SERVICE INFORMATION					
a. ITEM NO.	b. TSP AUTHORIZATION CODE (1) CONTROL ID (2) TSP CODE	c. SERVICE USER CONTRACT ID	e. PRIME SERVICE VENDOR CODE	E. NET TOTAL CIRCUITS	
1.	TSP 12345C – 04	Emergency Line 1	ABC Telecomms	1	
2.	TSP 12346C – 04	Emergency Line 2	ABC Telecomms	1	
3.	TSP 12347C – 05	Emergency Lines 3 & 4	ABC Telecomms	2	
4.	–				
ITEM 2a Note the last item number used and enter the number in item 6 below.			ITEM 2e Enter the number of circuits covered by the STP Authorization Code in item 2b.		
7.	TSP –				
8.	TSP –				
9.	TSP –				
10.	TSP –				
11.	TSP –				
12.	TSP –				
13.	TSP –				
14.	TSP –				
15.	TSP –				
16.	TSP –				
17.	TSP –				
18.	TSP –				
19.	TSP –				
20.	TSP –				
3. POINT OF CONTACT (Title or Name) John Q. Supervisor					
4. ORGANIZATION					
a. DEPARTMENT/AGENCY NAME Code 8900			b. MAILING ADDRESS 9831 Elm Blvd., Suite		
c. TELEPHONE NUMBER (Area Code/Number/Extension) (000) 000-0000/000			d. CITY/STATE/ZIP CODE Webster Grove, MO 63119-2000		
5. DATE DATA COMPILED (MM/DD/YY) 03/01/96			6. NUMBER OF ITEMS REPORTED 3		
7. SIGNATURE		8. DATE	SEND COMPLETE TO:		
				ITEM 6 Enter the total number of entries on the form (last number in item 2a).	
Manager, NCS Attn: TSP Program Office 701 South Courthouse Road Arlington, VA 22204-2198					

316-103

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 Standard Form 316 (Rev. 8/85)
 Prescribed by DOD/NCS
 NCS Manual 3-1-1

Occasionally, a telecommunications service is "re-awarded." That is, the contracting activity has decided to terminate (or not renew) a service with the current vendor and "re-award" the service to a different vendor. The "old" contract under a re-award is to be reported the same as when a contracting activity disconnects/discontinues a circuit (i.e., terminates a service). To give an example of how to report a re-award, assume the initial award was made to vendor A and the new award was to vendor B. Two entries on the next Service Order Report would be required, the first to zero out the previously reported A item, and the second to report the new B item (assume a net total circuits of 1 in our example):

2. TSP SERVICE INFORMATION				
a. ITEM NO.	b. TSP AUTHORIZATION CODE		c. SERVICE USER CONTRACT ID	e. NET TOTAL CIRCUITS
	(1) Control ID	(2) TSP Code		
1.	TSP	12345C - 02	OLD CONTRACT ID	A
2.	TSP	12345C - 02	NEW CONTRACT ID	B

If the contracting activity was simply disconnecting the A item in our example, (but not re-awarding), then only the one entry (with the 0 "Net Total Circuits") would be reported. The "0" in the Net Total Circuits column indicates the contracting activity has terminated that contract.

7.2 CHANGES TO TSP SERVICE INFORMATION

If a service user wants to revoke or change a TSP assignment, the service user must submit a TSP Request form (SF 315) to the TSP Program Office. The revocation or change is recorded by the TSP Program Office who notifies the service user of this action. The service user then passes the revocation or change, via the TSP Authorization Code, to the service vendor in a service order. (Instructions for completing the TSP Request (SF 315) are in chapter 6.0, and TSP System contact information is provided in Appendix E.)

Additionally, the service user must complete and submit a TSP Request (SF 315) to update any TSP service information previously reported to the TSP Program Office that has changed. This notification is necessary whether or not the updated information affects the TSP assignment.

7.3 REPORTING INVOCATION OF NSEP TREATMENT

The Manager, NCS is required to report semi-annually to the FCC and the TSP

Oversight Committee certain information regarding each invocation of NSEP treatment. (Invocation of NSEP treatment is discussed in paragraph 5.1.) Therefore, the service user is required to report this information to the TSP Program Office whenever a provisioning priority has been assigned. (See paragraph 10.9 for guidance regarding classified invocation information.)

NOTE: Obtaining a provisioning priority is an essential first step; however, invocation of NSEP treatment actually occurs when a provisioning priority is passed to a service vendor on a service order.

Shortly after obtaining a provisioning priority, the service user will receive a blank NSEP Invocation Report (SF 320)³ from the TSP Program Office. The service user will then provide the following information on the report:

- TSP Authorization Code
- Was NSEP treatment invoked for this service?

NOTE: If NSEP treatment was not invoked, it is only necessary to provide the submitter's name, organization, telephone number, signature and date.

If NSEP treatment was invoked for this service provide the following information: (See paragraph 10.9 for security considerations.)

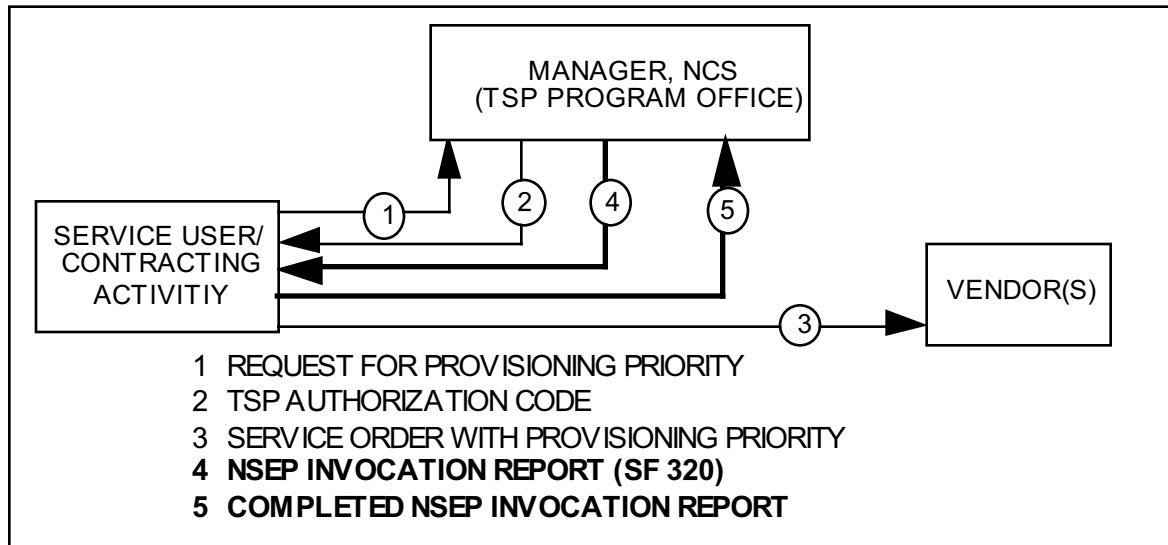
- Date of event associated with this invocation
- Event associated with this invocation
- Was the TSP service operational by the requested due date?
- If the TSP service was not operational by the requested date, explain
- Were additional charges incurred as a result of this service having a TSP provisioning priority?

³ A blank NSEP Invocation Report (SF 320) is contained in Appendix D.

- Invoking Official Information (Federal Agency, name, title, mailing address, telephone number).
- Indicate submitter in case of questions - name, organization, and telephone number.

The service user will return the completed report to the TSP Program Office as soon as possible after the service is provisioned or, if the provisioning priority is not passed to a service vendor, immediately upon receipt of the invocation report. The NSEP Invocation Report process is shown in figure 7 - 4.

Figure 7-4

REPORTING INVOCATION OF NSEP TREATMENT**7.4 RECONCILIATION OF TSP SERVICE INFORMATION**

Reconciliation is a quality control procedure that is key to maintaining accurate TSP service records. Reconciliation with the service user is intended to ensure the service user's information, identifying TSP services and their associated TSP assignments, match that maintained by the TSP Program Office.

Reconciliation will be performed once per year. In this procedure, the TSP Program Office generates a list of detailed TSP service information for each TSP service for a given service user. This list is sent to the service user point-of-contact (i.e., the individual or organization identified in item 13 in the SF 315).

The service user will compare the TSP service information provided by the TSP Program Office with their internal records. If the reconciliation information provided by the TSP Program Office matches the service user's records, no further action is necessary.

If the reconciliation information list provided by the TSP Program Office does not match the service user's records, the service user will identify and correct discrepancies previously reported by annotating the list. The service user will then sign and return the

corrected list to the TSP Program Office.

An alternative way to correct discrepancies is to complete a TSP Request form (SF 315) and return it to the TSP Program Office. Resolution of discrepancies may require the service user to contact the service vendor. The service user should ensure the TSP Program Office is aware of any unresolved discrepancies.

NOTE: The TSP Program Office will also reconcile TSP service information with service vendors.

7.5 REVALIDATION OF TSP ASSIGNMENTS

The TSP Program Office periodically notifies service users of the need to revalidate their TSP assignments. Revalidation consists of service user review of their TSP services (to ensure the assigned priority levels are still valid); and TSP Program Office extension of expiration dates for valid TSP assignments. TSP assignments will be revalidated every three years from the date of assignment or three years from the date of the last change to the TSP service information.⁴

The TSP Program Office will notify service users of the need for revalidation by generating a revalidation notice for each TSP service approximately 60 to 150 days before the TSP assignment is due to expire. The revalidation notice contains the TSP service information retained by the TSP Program Office. The revalidation notice will contain a listing of information regarding the TSP service. This notice will be sent to the service user point-of-contact previously identified in item 13 of a TSP Request (SF 315).

Upon receipt of the revalidation notice, the service user will review the accuracy of the information. If all the information is correct and the priority is still needed, the service user completes a SF 315 for a revalidation of the service and returns it to the TSP Program Office. (See paragraph 6.1, Action code F.) If any changes to previously reported information are necessary, the service user includes the changes on the SF 315.

NOTE: A service user may also use a TSP Request (SF 315) to revalidate a TSP service without having received a revalidation notice from the TSP Program Office.

⁴ When a service user reports a change to previously submitted TSP service information, the TSP Program Office will automatically revalidate the TSP assignment. The TSP Program Office will set the expiration date for that assignment to three years from the date of the change.

The service user must respond to the revalidation notice. In the absence of a response, and upon expiration of the priority, the TSP Program Office will send the service user a notice that the TSP assignment has been revoked. The revocation notice from the TSP Program Office to the service user does not affect the TSP Assignment in the service vendor's records. The service user is required to pass the revocation (via the TSP Authorization Code which will end in "00") to the service vendor in a service order.

7.6 IDENTIFICATION OF INVOCATION OFFICIALS

Federal agencies are required to identify to the TSP Program Office those officials authorized to invoke NSEP treatment and their delegate(s). (Invocation of NSEP treatment is discussed in paragraph 5.1. Invocation officials and guidelines for delegation of the authority to invoke NSEP treatment are discussed in paragraph 5.2.)

A Federal agency will send a memorandum to the TSP Program Office identifying the invocation official, their delegate(s), and the agency's contact information for invocation matters. This memorandum must be on agency letterhead and, if identifying a delegate(s), must be signed by the invocation official. The following information is required in the memorandum:

- Invocation official - name, title, rank or grade, mailing address, and commercial phone number
- Invocation official delegate(s) - name, title, rank or grade, mailing address, and commercial phone number
- Whether the invocation official (or delegate) identified above is a replacement for a current invocation official (or delegate)
- If identifying a replacement or deletion, the name, title, and rank or grade of the official being replaced or deleted
- A point-of-contact in case of questions - name, title, and commercial phone number.

The TSP Program Office will maintain a list of invocation officials and their delegates.

Federal agencies are encouraged to identify their invocation official and delegate(s), and any changes thereto, to the TSP Program Office as soon as these individuals are identified.

7.7 IDENTIFICATION OF SPONSORING OFFICIALS

Federal agencies are required to designate the official(s) within their agency who are authorized to sponsor requests for TSP assignments from non-Federal government service users. (Sponsorship responsibilities are discussed in paragraph 8.3.)

A Federal agency's sponsoring official(s) must be identified in writing to the TSP Program Office prior to, or concurrent with, their sponsoring a TSP request.

A Federal agency will identify their sponsoring official(s) by providing the following information to the TSP Program Office. The information must be submitted on the agency's letterhead.

- Sponsoring official(s) - name, title, rank or grade, mailing address, and commercial phone number
- Specify if information from the TSP Program Office regarding sponsored services should be routed only to the sponsor or also to the non-Federal government service user.

NOTE: An agency's routing instructions will apply to correspondence for all services sponsored by that agency. The TSP Program Office will not route information directly to foreign government service users.

Federal agencies should identify their sponsoring official(s), and any changes thereto, to the TSP Program Office as soon as these individuals are identified.